

Hints *for* Cooling A Conflict



- 1.** Take a deep breath to stay relaxed.
- 2.** Focus on the other person.
- 3.** Speak softly and slowly.
- 4.** Try to keep your body – legs, arms, hands, face – relaxed.
- 5.** Keep reminding yourself: “We can find a win–win resolution to this.” And remind the other person of this, too.
- 6.** Ask for a break to collect your thoughts or release stress if you need to.
- 7.** Give “I” messages. Such as: “I feel bad when you do that.”
- 8.** Watch your language. Words that heat up a conflict are “never, always, unless, can’t, won’t, don’t, should, and shouldn’t.” Words that cool down a conflict are, “maybe, perhaps, sometimes, what if, it seems like, I feel, I think, and I wonder.”
- 9.** Really listen to what the other person is saying. Try to understand their point of view.
- 10.** Put what the other person said in your own words to make sure you understand.
- 11.** Ask questions that help the person look for a solution. Ask open-ended questions rather than ones with a “yes” or “no” response.
- 12.** Keep looking for other ways to resolve your conflict so that both of you have your needs met.



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Children’s Hospital at Dartmouth, Injury Prevention Center, NH Department of Health and Human Services,
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